



Tips for Submitting a Case Assistance Request

If you have tried to resolve a case issue with U.S. Citizenship and Immigration Services (USCIS) and still need help, you can submit a DHS Form 7001, *Request for Case Assistance*, to the Office of the Citizenship and Immigration Services Ombudsman (CIS Ombudsman). Here are tips for how to best request our help:

Submit the Online Form

We strongly prefer that you submit the online DHS Form 7001 because:

- **We process online requests more efficiently.** We review online requests within two business days of receiving them to prioritize cases based on your response in section 2 of the form. If you email or mail a paper DHS Form 7001 to us, it can take two to three weeks to receive and manually enter your information into our system (even for express mail). We do not review your request before it is entered into our system.
- **You automatically receive a confirmation email** that includes your CIS Ombudsman request number (unless you request, or the law requires, that we communicate with you only by mail).

Supporting Documentation

Always provide a clear explanation of your difficulty resolving your case with USCIS in section 2 of DHS Form 7001 and include supporting documentation in section 8 to help explain the issue. For example, if you are asking us to help with a USCIS error, submit an explanation and documents that show why you believe there is an error. Other examples of documentation to submit include:

- USCIS notices, such as rejection, denial, and/or appeal or motion receipt notices
- USCIS responses to your case inquiry, including the service inquiry confirmation number (SRMT number)
- Delivery confirmation with a copy of the submission to USCIS if you have not received a receipt notice
- If applicable, how you meet one of USCIS' expedite criteria, such as medical records or eviction notices
- If applicable, consent from the petitioner (the employer or family member who is sponsoring you) confirming that they authorize us to contact USCIS and communicate with you about this issue

Are you a legal representative?

Don't forget to include Form G-28, *Notice of Entry of Appearance as Attorney or Accredited Representative*. If USCIS has not accepted your Form G-28, please provide proof of your submission to USCIS so the agency will respond to our inquiry.

Submitting Large Files

When submitting DHS Form 7001 online, you should upload supporting documentation. If you experience problems uploading any documents (such as when your files are too large), you can still file online by following these steps:

1. Complete your DHS Form 7001 online and attach any files that you can.
2. Within an hour of submission, you will receive a confirmation email from cisombudsman@hq.dhs.gov with your CIS Ombudsman request number.
3. Reply to the confirmation email and attach any additional documents to your reply.

We will confirm we received your emailed documents and will attach them to your case assistance request in our system.

Providing a “Wet Ink” Signature

If you are an applicant or self-petitioner for (or were previously granted) T, U, VAWA, asylee, or refugee status, you need to submit your “wet ink” (non-electronic) signature. However, you can still file your DHS Form 7001 online by:

1. Printing out the consent section (section 9 of the paper DHS Form 7001) and signing it.
2. Scanning and uploading it as a supporting document in section 8 of the online form.

Signing DHS Form 7001 on Behalf of Your Client

If you are an attorney or accredited representative completing the DHS Form 7001 for your client and you have a Form G-28 on file with USCIS for the form you are seeking our help with, you can submit the form online even if your client is not physically in your office with you. Here is how you can do so:

1. Once you have your client’s consent to file DHS Form 7001, you can sign section 9 (Consent for Applicant/Petitioner) on behalf of your client.
2. Complete section 10 (Consent for Attorney or Accredited Representative).
3. Upload a copy of the Form G-28 on file with USCIS in section 8 (Supporting Documentation).

If You Have Multiple Related Case Assistance Requests

If you have multiple related cases that need our help (such as a family with a spouse and/or children), follow these steps:

1. Check the box in section 5 of DHS Form 7001 to let us know you have another family member who needs assistance. You must file a separate DHS Form 7001 for each family member. A parent can complete the form for any child under 18 years old.
2. After everyone has submitted their DHS Forms 7001 and received their CIS Ombudsman request numbers, send an email with all related CIS Ombudsman request numbers to cisombudsman@hq.dhs.gov. We will then be able to link the cases together in our system.
3. Please do not list your family member(s)’ receipt numbers on your form.

Update Your Address

If you have moved or plan on moving, you must update your address with USCIS. Go to USCIS’ [How to Change Your Address](#) page to learn how. USCIS must receive your new address before it sends you a decision or other notice.

Changing your address with the U.S. Postal Service (USPS) will not change your address with USCIS. USPS also will not forward secure documents, such as Green Cards or Employment Authorization Documents (EADs), to a new address. Please note that unless otherwise noted on USCIS’ webpage, mailing a Form AR-11 alone does not update your address for pending applications or petitions.

Changing your address with USPS also will not change your address with the Executive Office for Immigration Review (EOIR) if you have an active or pending court case. You will need to update your address directly with [EOIR](#).

If you are an attorney or accredited representative, go to USCIS’ [Filing Your Form G-28](#) page to see how to update your address.

Remember! Our office is not a part of USCIS. Submitting a case assistance request to our office does not pause or delay the time you have to respond to a request for evidence or other notice for information, appeal a USCIS decision, or file a motion to reopen or reconsider with USCIS. You must file by the due date listed in USCIS’ notice. If you do not, USCIS may deny your case for abandonment or you will lose your right to appeal, respectively.

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